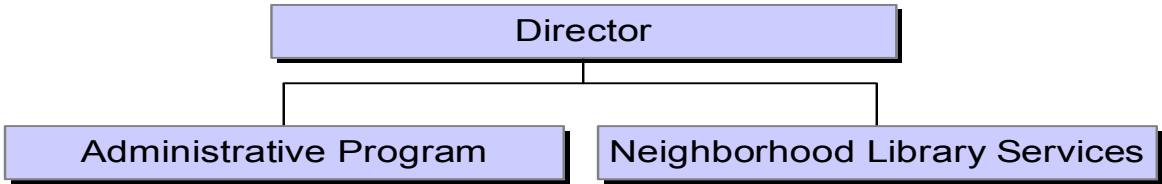


Library



Description of the Service

The Riverside Public Library supports the circulation of a collection of 400,000 items to over 100,000 active borrowers. The Library delivers its services through the Main Library and four neighborhood branches: Casa Blanca, La Sierra, Marcy, and Arlington. In addition, three community computing centers are managed by the Library.

The Literacy program actively recruits volunteer tutors to support adult learners and their young families. Other volunteers deliver library materials to incapacitated adults and registered family child care providers through Home Bound Service. The Library enhances local service with reciprocal borrowing agreements through the Inland Library System and Sirculs, a local intertype library network. Charter membership in Library of California, Tierra del Sol Region, extends reciprocal borrowing to intertype libraries statewide.

Library

Mission Statement

The mission of the Riverside Public Library is to provide books and other library resources, promote personal competency in seeking and evaluating information, and present quality programs in a welcoming environment to the residents of the City of Riverside so that they may become productive participants in the literate society.

Strategic Priorities Addressed

- Preserve and Improve our Quality of Life
- Address Riverside's Social Concerns with Community Involvement
- Increase our Investment in Youth and Children

Major 2003/04 Priorities

- Increase Children's programming attendance by 50 percent.
- Upgrade and diversify electronic information sources.
- Recruit and train 50 bilingual volunteers.
- Plan for new library facilities in the Arlington and Orangecrest neighborhoods.
- Achieve 75 percent "good" or "excellent" rating by library users via Annual Citizen Survey.

Programs and Program Goals

FY 2003/04

Administrative: To provide policy direction, administrative support and fiscal management to enable the Department to achieve program outcomes while complying with federal, state, local and other requirements.

Neighborhood Library Services: To provide library materials, assist library users in seeking and evaluating information, and present quality programs to the residents of the city of Riverside in order that they may enhance their own personal competency and take advantage of lifelong learning opportunities.

Library

Performance Measures

	Actual	Estimated	Target
	2001/02	2002/03	2003/04
% of citizens surveyed who rate the Library's overall services as "good" or "excellent"	81%	75%	75%
% of citizens surveyed who rate Library service hours as meeting their needs	70%	75%	75%
% of residents using library resources who feel their informational, educational, and recreational needs are being met	75.3%	75%	75%
% of customers surveyed who rate Computer Literacy services as "good" or "excellent"	NA	N/A	75%
% increase in materials collection	3.6%	5%	2%
% of citizens surveyed who rate the availability of materials as "good" or "excellent"	72%	75%	76%

Recent Accomplishments

- Increased public service hours by 20 percent with Measure "C" funding.
- Opened the new Casa Blanca Family Learning Center.
- Submitted 2nd cycle application for Library Construction and Renovation Bond Act funds to replace the Arlington Neighborhood Library.
- Renovated public restrooms at Main Library with CDBG funds.
- Recarpeted and refurbished Main Library.
- Added 50 computer workstations for public use.
- Continued partnership with the Riverside Unified School District to provide library literacy activities to families in the Even Start program.
- Hosted ten nationally known authors for public programming.

Library

Department Summary

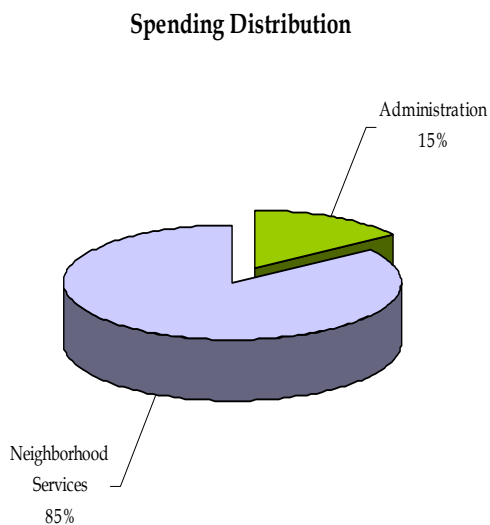
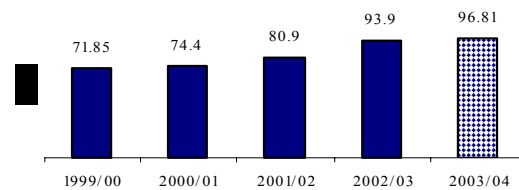
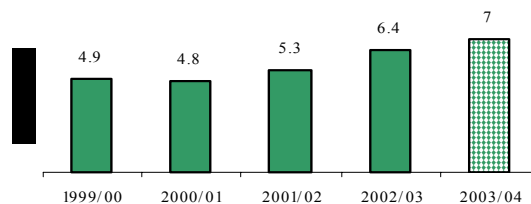
Budget Summary	Actual 2001/02	Budget 2002/03	Approved 2003/04	Change
Personnel Services	3,457,069	4,309,030	4,693,223	8.9%
Non-Personnel	1,041,201	1,147,064	1,337,951	16.6%
Special Projects	447,476	0	0	---
Equipment Outlay	27,508	0	0	---
<i>Direct Operating</i>	4,973,254	5,456,094	6,031,174	10.5%
Debt Service	0	0	0	---
Capital Outlay	(7,234)	230,000	0	---
Charge From Others	790,750	720,093	1,026,589	42.6%
<i>Gross Budget</i>	5,756,770	6,406,187	7,057,763	10.2%
Charge To Others	(220,438)	0	0	---
Net Budget	5,536,332	6,406,187	7,057,763	10.2%

Expenditure Summary (Net Budget)

Administration	808,662	1,296,501	1,084,080	-16.4%
Neighborhood Services	4,727,670	5,109,686	5,973,683	16.9%

Expenditure Total	5,536,332	6,406,187	7,057,763	10.2%
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Personnel Summary	74.40	93.90	96.81	2.91
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Program Summary**Personnel Summary****Historical Budget Expenditures**

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1999/00 2000/01 2001/02 2002/03 2003/04